

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 1527

**TITLE:** CONSUMER SPECIALIST I

**GRADE:** S-22

**DEFINITION:**

Under supervision to respond to consumer and tenant-landlord complaints and attempt to work out resolutions to them; to assist senior Consumer Specialists; and to do related work as required.

**TYPICAL TASKS:**

Receives and investigates consumer and tenant-landlord complaints;  
Determines the validity of such complaints and then seeks an equitable solution to them;  
Contacts both parties in the disputes either by phone or letter and gathers all the facts in the case;  
Contacts Federal, State and local government agencies as well as private organizations in order to gather information and seek a solution to the problem;  
Visits one or more parties in the dispute or arranges a meeting between all the parties involved, and serves as a mediator;  
Assists the Consumer Specialist II in many day-to-day activities that help to relieve that person of duties that do not require his immediate attention;  
Addresses interested groups on matters of consumer and tenant-landlord interest and education.

**EMPLOYMENT STANDARDS:**

Any combination of education and experience equivalent to the following:

Graduation from a four year accredited college or university. Some applicable experience in consumer programs, investigatory work, public contact or business. Equivalent experience and training may be substituted for two years of education. Must have the ability to receive and evaluate complaints, conduct interviews, use proper judgment and to establish and maintain a harmonious relationship with people in general. Tact and courtesy are essential. Experience as a consumer investigator is particularly desirable.

REGRADED: July 10, 2004  
CLASS CODE REVISED from 1292 to 1527: June 20, 1989